



SUPERIOR COURT OF CALIFORNIA COUNTY OF MENDOCINO CLASSIFICATION SPECIFICATION



CLASS TITLE	STAFF ASSISTANT III
CLASS CODE	008656
REPORTS TO:	VARIOUS
FLSA STATUS	N

Descriptions provided at the higher-level build on and include all of the skills listed for the previous levels within the Staff Assistant Series. Some of the requirements listed for a level may not be representative of all employees at that level. Employees at one level may have some of the requirements associated with a higher level.

JOB SCOPE AND DISTINGUISHING FEATURES:

This is the advanced journey level lead worker classification of the series. Incumbents, under general supervision, perform a wide range of clerical functions and duties that are complex and technical in nature. This classification requires advanced expertise in the clerical field, and is required to perform work using significant independent judgment. Incumbents in this classification are lead workers to staff, provide training and mentoring. This class is distinguished from the next higher class of Staff Assistant IV in that the latter class acts as supervisor.

Impact is considerable and affects the court's work quality, work flow and customer service levels. Completes complex tasks and assignments.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Carries out lead worker responsibilities, including: coordinating and distributing the work, training in job skills, assigning and directing work, making recommendations in performance appraisal and reporting problems to the supervisor.

Formats and types letters, memos, charts, labels, reports, or other correspondence on a word processor or typewriter; uses desktop publishing software to develop newsletters, brochures, business cards, etc.

Types contracts, legal documents, or other documents containing complex terminology.

Composes correspondence in accordance with standard policies; answers various inquiries; explains policies and procedures and arranges appointments; processes routine and non-routine matters independently.

Answers telephones utilizing a multi-line system, takes messages, screens calls, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person.

Interviews, screens, greets visitors and directs them to the appropriate area or individual; may answer various inquiries personally; provides information on departmental services and functions.

Interacts with a variety of high level individuals, both internally and within the community to provide information, disseminate departmental information and assist in resolving administrative issues.

Designs forms for use with current technology to provide routine and non-routine reports.

Coordinates and schedules appointments, meetings, or reservations at the request of staff; prepares the location, photocopies materials and prepares agendas; coordinates logistics for conferences, workshops, training, etc.; makes travel arrangement and processes applicable forms.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)(Continued)

Enters and retrieves a variety of complex information from a computer terminal; maintains related records; develops and

Takes, transcribes and/or distributes statements, minutes and notes from a variety of sources.

Performs specialized research and statistical work on assigned subjects for staff and management.

Performs clerical and fiscal operations unique to department; tracks accounting/budget expenses

Relieves officials of routine administrative details such as checking operating reports for accuracy and conformance to policies and standards; monitoring and communicating departmental policies and procedures, and updating publications for final approval.

Takes policy, service and information requests relating to governmental activities and refers to proper divisions for processing and providing information; updates and maintains service and information requests through complex record keeping; performs reference and statistical work on computers, maintains and files confidential and other specialized reports

Maintains client charts and records by assembling new charts, filing documents, researching information and copying records

Maintains computer database and spreadsheets.

Prepares and processes claims, purchase orders and/or vouchers by entering pertinent information into the computer and distributing and/or filing supporting documents.

Prepares payroll time sheets and receives checks.

Prepares complex, routine and non-routine reports as requested utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; prepares work reports; relays and interprets administrative decisions, policies and instructions.

May deal with sensitive and confidential personnel matters at the direction of senior level staff and/or the department director.

Makes daily or weekly bank deposits.

Takes in, accounts for and issues receipts for money.

ADDITIONAL JOB FUNCTIONS (NOT CONSIDERED ESSENTIAL)

Reports administrative and/or operational problems to supervisor.

Composes confidential correspondence and maintains files associated with same.

Creates and maintains complex and/or confidential files.

Photocopies reports, charts, memos, and other various documents for requesting parties.

Orders office supplies to maintain sufficient inventory for office use.

Sets up files/cases for clients, issues numbers, files information, distributes and/or transfers to staff members and maintains same.

Generates repair and service orders and maintains related logs.

Opens, stamps, sorts, and distributes incoming mail.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
General Office Equipment and printers

MINIMUM QUALIFICATIONS REQUIRED:**Education and Experience:**

High school diploma or GED; and,

Five or more years of progressively responsible experience performing office duties such as leading the work of others, typing, filing, developing reports, transcribing information and answering telephones; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Typing/keyboarding certificate, less than four years old, showing a minimum of 40 words per minute.

Possession of a California Driver's License or the ability to travel from one court location to another as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

All computer applications and hardware related to performance of the essential functions of the job.

Standard business arithmetic, including percentages and decimals.

Applicable state, federal and local ordinances, laws, rules and regulations.

Recordkeeping, report preparation, filing methods and records management techniques.

General office procedures, policies and practices, as well as basic knowledge of computer and other general office equipment.

Skill in:

Typing from rough draft or printed text using a word processor or typewriter at a rate of 40 words per minute (at the discretion of the supervisor).

Analyzing and resolving office administrative situations and problems.

Using tact, discretion, initiative and independent judgment within established guidelines.

Using a computer to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Operating and routine maintenance of general office machines such as copiers, facsimile machines, telephone systems, and two-way radio base stations.

Mental and Physical Abilities:

Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.

Ability to take and transcribe information from short hand or dictation equipment (at the discretion of the supervisor).

Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.

Ability to establish and maintain effective working relationships with others.

Ability to draft and type correspondence.

Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.

Ability to deal with problems involving several concrete or non-concrete variables in standardized situations.

Ability to ascend and descend stairs while carrying files, exhibits, documents, case buckets, supplies, equipment, etc.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

Physical ability to lift light articles, sometimes weighing up to 20 pounds and carrying of objects weighing up to 20 pounds; pushing and/or pulling objects weighing up to 20 pounds. Some duties may require carrying files through hallways and negotiating stairs

Lifting positions may be from the floor to the waist, and/or from the waist to an overhead position.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.